

Bright from the Start Georgia Department of Early Care and Learning 2 Martin Luther King Jr. Drive SE, 670 East Tower Atlanta, GA 30334

Phone: (404) 657-5562 WWW.DECAL.GA.GOV

Date: 2/8/2023 **VisitType:** Complaint Closure from

visit on 02/03/2023

CCLC-53728

Woodstock Kindercare

6233 Holly Springs Parkway Woodstock, GA 30188 Cherokee County (678) 909-2271 crystal.jackson@kindercare.com

Regional Consultant

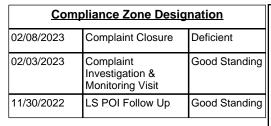
Sharnette Glenn

Phone: 404-651-8365 Fax: 404-334-4612

sharnette.glenn@decal.ga.gov

Mailing Address Same





Compliance Zone Designation - A summary measure of a program's 12 month monitoring history, as it pertains to child care health and safety rules. The three compliance zones are good standing, support, and deficient.

Good Standing - Program is demonstrating an acceptable level of performance in meeting the rules.

- Progi

Support

Deficient

Program performance is demonstrating a need for improvement in meeting

rules.

- Program is not demonstrating an acceptable level of performance in meeting

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the rules.

Comments

The complaint investigation was closed on February 8, 2023.

Advisement of Potential for Repeated Rule Violations during Pending Investigations

This report shall serve as official notice of potential rule violations. These potential rule violations have been detailed in this report and discussed with you by the consultant. The department shall conduct a thorough investigation to determine if in fact the alleged rule violation(s) should or should not be substantiated. Please be aware that the investigation may take some time to be finalized to ensure fairness and accuracy. During this investigation period, any violations of an identical rule or rules will require the department to treat any and all substantiated rule violations identified in the investigation as repeated rule violation(s).

Further, from time to time the department discovers additional rule violations during the course of an investigation. If there are new rule violation(s), your consultant shall inform you of the violation(s) as soon as possible. However, as stated above, any violations of identical rule(s) will require the department to treat any and all additional rule violations identified in the investigation as repeated rule violations.

All rule violations found in relation to a complaint or incident investigation will be associated with the date the investigation was closed.



Please refer to the website, http://www.decal.ga.gov/CCS/RulesAndRegulations.aspx, for information regarding October 1, 2018 rule changes about Criminal Records Checks that may affect your facility. In summary,

- New records checks will be required to be completed if a staff member experiences a six month break in service from the child care industry
- New clearance is required at least once every five years
- Any staff member solely responsible for supervising children will be required to have completed a comprehensive background clearance
- · All staff members are required to have completed at least a national fingerprint based clearance check
- Any staff member with only the national fingerprint based clearance, must be under constant and direct supervision of a staff member with a satisfactory comprehensive records check clearance
- Facilities are required to use DECAL KOALA for Criminal Records Checks, including to verify portability of an employee

O.C.G.A. Section 42.1.12(i)(2) requires Bright from on accessing and retrieving from the Georgia Burroffenders. Please see GBI's website located at ht	eau of Investigat	tion's (GBI) website a list of the names and	d addresses of all registered sexual
Refutation Process:			_
You have the right to refute any of the citations no to CCSRefutations@decal.ga.gov.	ted in this report	t with which you disagree. To refute a cit	ation(s), e-mail the following information
Facility name, license number and visit date Your name, title/relationship to the facility, e-ma Specific rule number(s) that you are refuting, ale			
Refutations must be submitted to Child Care Servi	ces (CCS) withi	in 10 business days of the completion date	Э.
A sample form for submitting a refutation can be for	ound at: http://d	lecal.ga.gov/ChildCareServices/Refutation	nInformation.aspx
Your refutation will be forwarded to the appropriate this process, contact our office at 404-657-5562.	e CCS manager	r, who will follow up with you about your co	oncerns. If you have any questions about
Bright from the Start recommends that all licensed ave this liability insurance, you are required to postuardian of each child in care in writing, obtain their orgram at all times while the child attends the program.	it a notice with $^{1}\!$	½ inch letters in a conspicuous location in technology in the constitution in the c	the program, notify the parent or en acknowledgment on file at the
have read and understand the Rules and Regulation ave been discussed with me and I have agreed to leficiencies, while required, will not necessarily presure of the deficiencies cited, I have the right to refund	a Plan of Improvent DECAL fro	ovement (POI) as indicated in this report. In the taking adverse action against this facility	I understand that correction of these ty. I understand that if I disagree with
Crystal Jackson, Program Official	Date	Sharnette Glenn , Consultant	Date

Georgia Department of Early Care and Learning



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Summary Report

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The following information is associated with a Complaint Closure:

Safety

591-1-1-.11 Discipline(CR)

Not Met

Finding Associated with Complaint

591-1-1-.11(2) requires that Personnel not: physically or sexually abuse a child or engage or permit others to engage in sexually overt conduct in the presence of any child enrolled in the Center; inflict corporal/physical punishment upon a child; shake, jerk, pinch or handle a child roughly; verbally abuse or humiliate a child which includes, but is not limited to, the use of threats, profanity or belittling remarks about a child or his family; isolate a child in a dark room, closet or unsupervised area; use mechanical or physical restraints or devices to discipline children; use medication to discipline or control children's behavior without written medical authorization issued by a licensed professional and given with the parent's written consent; restrict unreasonably a child from going to the bathroom; punish toileting accidents; force-feed a child or withhold feeding a child regularly scheduled meals and/or snacks; force or withhold naps; allow children to discipline or humiliate other children; or confine a child for disciplinary purposes to a swing, highchair, infant carrier, walker or jump seat. It was determined based on staff statements, staff interviews, and video footage that on January 30, 2023, a staff member was observed carrying a nine-month-old child around by their elbows and proceeded to, aggressively, slam the child down onto the floor, while in the classroom is substantiated. During staff interviews, staff revealed that they have seen the staff member not hold the infant correctly, forcefully put the child in the highchair, and force feed the child. Further review of the video footage revealed that a staff member carried a nine-month-old child by their elbows and aggressively put the child down on the floor. Video footage also showed the staff member aggressively shoving a spoon in a child's mouth during feeding. During the inspection the Consultant did not observe inappropriate discipline.

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Correction Deadline: 2/3/2023 Georgia Department of Early Care and Learning Revision Date: 2/8/2023 Page 2 of 2